DETAILED ACTION

Information Disclosure Statement

1.   The information disclosure statement filed 10/29/2003 fails to comply with the

provisions of 37 CFR 1.97, 1.98 and MPEP § 609 because the incorrect serial number

and the incorrect applicant name is listed on the information disclosure statement. It

has been placed in the application file, but the information referred to therein has not

been considered as to the merits. Applicant is advised that the date of any re-

submission of any item of information contained in this information disclosure statement

or the submission of any missing element(s) will be the date of submission for purposes

of determining compliance with the requirements based on the time of filing the

statement, including all certification requirements for statements under 37 CFR 1.97(e).

See MPEP § 609.05(a).

Oath/Declaration

2.   The oath or declaration is defective. A new oath or declaration in compliance

with 37 CFR 1.67(a) identifying this application by application number and filing date is

required. See MPEP §§ 602.01 and 602.02.

>   The oath or declaration is defective because: It does not identify the citizenship
>   of each inventor.

3.   Applicant is now required to submit a substitute declaration or oath to correct the
deficiencies set forth in this communication. The substitute oath or declaration must be
filed within the THREE MONTH shortened statutory period set for reply in the "Notice of
Allowability" (PTO-37). Extensions of time may NOT be obtained under the provisions
of 37 CFR 1.136. Failure to timely file the substitute declaration (or oath) will result in
ABANDONMENT of the application. The transmittal letter accompanying the
declaration (or oath) should indicate the date of the "Notice of Allowance" (PTOL-85)
and the application number in the upper right hand corner.

EXAMINER'S AMENDMENT

4.   An examiner's amendment to the record appears below. Should the changes
and/or additions be unacceptable to applicant, an amendment may be filed as provided
by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be
submitted no later than the payment of the issue fee.

5.   Authorization for this examiner's amendment was given in a telephone interview
with James Scheer on 03/16/2010.

        The application has been amended as follows:

1.   (Currently Amended) A method of assigning a plurality of pending calls within a
contact center to a plurality of agents at least some of which are human agents, such
method comprising the steps of:

providing an offer for each of the plurality of pending calls to at least some of the human agents who are available to handle calls prior to assignment of the pending calls to an agent, said offers being presented on a respective terminal of each of the at least some agents where the offer and a description of each of the plurality of pending calls is presented within a separate window on the terminal and allowing the available human agents to separately bid on handling each of the pending calls <u>and where each of the plurality of pending calls is classified as to media type</u>, the description of each of the plurality of pending calls including call associated information, and non-call associated contextual information of the pending call;

<u>determining an agent average number of calls handled per time period for each media type for each agent of the plurality of agents;</u>

receiving bids within the contact center to handle the pending calls from the at least some of the available human agents; and

the contact center assigning at least some of the pending calls to a human agent of the plurality of agents with a highest relative received bid.

2.   (Currently Amended) The method of assigning ~~the call~~ <u>calls</u> as in claim 1 wherein the description of the call comprises a call target identifier and a client identifier.

3.   (Currently Amended) The method of assigning ~~the call~~ <u>calls</u> as in claim 2 further comprising submitting a lowest possible bid from an agent of the plurality of agents in response to the agent double-clicking on an Enter Bid button or window.

4.   (Currently Amended) The method of assigning ~~the call~~ <u>calls</u> as in claim 1 wherein the step of providing the description further comprises displaying the provided information on a terminal display of each available agent of the plurality of agents in a separate call selection window for each call.

5.   (Currently Amended) The method of assigning ~~the call~~ <u>calls</u> as in claim 1 further comprising defining the bid as being a numerical value between two non-zero limits.

6.   (Currently Amended) The method of assigning ~~the call~~ calls as in claim 1 wherein the received bids are one of a general and a specific bid.

7.   (Cancelled)

8.   (Cancelled)

9.   (Currently Amended) The method of assigning ~~the call~~ calls as in claim ~~8~~ 1 further comprising calculating a group average of calls handled per time period of the call type of the classified call.

10.   (Currently Amended) The method of assigning ~~the call~~ calls as in claim 9 further comprising rejecting any bid from an agent of the plurality of agents where the agent's determined agent average exceeds a threshold value above the calculated group average.

11.   (Currently Amended) The method of assigning ~~the call~~ calls as in claim 1 further comprising assigning ~~the~~ a call of the plurality of calls to a default agent of the plurality of agents when an acceptable bid is not received within a predetermined time period.

12.   (Currently Amended) A apparatus used within a contact center for assigning a plurality of pending calls to a plurality of agents at least some of which are human agents, such apparatus comprising:

        means for displaying an offer including a description for each of the calls to at least one of the human agents of the plurality of agents who is available for conversing with callers prior to assignment of the calls to an agent, said means for displaying containing a separate window for each of the plurality of offers, thereby offering the calls to the at least one available human agent for bidding, the description including context

information providing textual content of the call or a descriptor indicating a context from which the call originated;

      <u>means for classifying each call as to a call type and for determining an agent average number of calls handled per time period for each call type for each agent of the plurality of agents;</u>

      means within the contact center for receiving a bid to handle a call of the plurality of calls from at least one of the human agents; and

      means within the contact center for assigning the call to an agent of the at least one of the available human agents with a highest relative received bid.

13.   (Currently Amended) The apparatus for assigning ~~the call~~ <u>calls</u> as in claim 12 wherein the means for displaying further comprises means for submitting a lowest possible bid in response to one of the human agents double-clicking on a Enter Bid button or window.

14.   (Currently Amended) The apparatus for assigning ~~the call~~ <u>calls</u> as in claim 13 further comprising means for rejecting any bid from an agent of the plurality of agents who does not meet a minimum skill level for the call.

15.   (Currently Amended) The apparatus for assigning ~~the call~~ <u>calls</u> as in claim 12 wherein the means for providing the description further comprises means for displaying the provided information on a terminal display of each agent of the plurality of agents.

16.   (Currently Amended) The apparatus for assigning ~~the call~~ <u>calls</u> as in claim 12 further comprising means for defining the bid as being a numerical value between two limits.

17.   (Currently Amended) The apparatus for assigning ~~the call~~ <u>calls</u> as in claim 16 wherein the means for defining the bid as being a numerical value between two limits

further comprises means for defining the two limits as being a numerical value between
one and ten.

18.   (Cancelled)

19.   (Cancelled)

20.   (Currently Amended) The apparatus for assigning ~~the call~~ calls as in claim ~~19~~ 12
further comprising means for calculating a group average of calls handled per time
period of the call type of the classified call.

21.   (Currently Amended) The apparatus for assigning ~~the call~~ calls as in claim 20
further comprising means for rejecting any bid from an agent of the plurality of agents
where the agent's determined agent average exceeds a threshold value above the
calculated group average.

22.   (Currently Amended) An apparatus within a contact center for assigning a
plurality of calls to one of a plurality of human agents, such apparatus comprising:
        a call display processor adapted to provide an offer including a description of
each of the plurality of calls, the description including context of the call to each of the
plurality of human agents on a respective terminal of each of the human agents prior to
assignment of the call to an agent of the plurality of human agents;
        a respective call selection window for each of the plurality of calls displayed on
each of the respective terminals, each of the call selection windows adapted to display
the provided description of a call of the plurality of calls and to allow available agents of
the plurality of agents to bid on the call; ~~and~~
        a classification processor adapted to classify each of the plurality of calls as to
call type and to determine an agent average number of calls handled per time period for
each call type for each agent of the plurality of agents; and

a call assignment processor of the contact center adapted to receive the bids and to assign the call to an agent of the plurality of human agents with a highest relative received bid.

23.   (Currently Amended) The apparatus for assigning ~~the call~~ calls as in claim 22 wherein the description includes both call associated information and a contextual indication of the call.

24.   (Currently Amended) The apparatus for assigning ~~the call~~ calls as in claim 23 further comprising an averaging agent processor adapted to calculate an agent group average of calls handled by the group for each call type, and wherein the assignment processor rejects any bids from an agent for the remainder of the a period if calls of a particular type served by the agent during the period exceeds a threshold amount above the calculated group average for the particular type.

25.   (Currently Amended) The apparatus for assigning ~~the call~~ calls as in claim 22 wherein bids on the calls further comprise a numerical value between two non-zero limits.

26.   (Currently Amended) A method of assigning a plurality of calls within a contact center to a plurality of agents, such method comprising the steps of:

providing a an offer within a respective call selection window for each of the plurality of calls the offer including a description with context information regarding a context of the call to each of the plurality of agents where each of the plurality of calls is classified as to type;

displaying the provided offers to the plurality of agents on respective terminals of the agents prior to assignment of the calls to the plurality of agents;

determining an agent average number of calls per time period for each call type for each agent of the plurality of agents:

receiving at least one bid within the contact center to handle a call of the plurality of calls from at least some of the plurality of agents available to converse with callers; and

assigning the call within the contact center to an agent of the plurality of agents with a highest relative value of the received bids.

27.   (Currently Amended) A method of assigning a plurality of calls within a contact center to a plurality of human agents, such method comprising the steps of:

providing an offer within a respective call selection window for each of the plurality of calls, the offer including a description of the call including call associated information and information indicating a context of the call;

displaying the provided offers to a portion of the plurality of human agents available to converse with a caller on a respective terminal of the portion, prior to assignment of the call to an agent of the plurality of human agents and classifying the call as to type;

receiving within the contact center a bid to handle the call from each of the portion of the plurality of human agents;

determining an agent average number of calls handled per time period for each call type for each agent of the portion of the plurality of agents:

the contact center comparing a value of each of the received bids; and

the contact center assigning the call to an agent of the plurality of human agents with a highest relative value of the compared bids.

Conclusion

6.   Any inquiry concerning this communication or earlier communications from the examiner should be directed to THJUAN K. ADDY whose telephone number is (571)272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

7.   If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

8.   Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Thjuan K. Addy/
Primary Examiner, Art Unit 2614